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CNI NOTICE 11103

From: Commander, Navy Installations

Subj: BACHELOR HOUSING ACCREDITATION PROGRAM (BHAP) PROCEDURES
AND STANDARDS

Ref: (a) OPNAVINST 11103.6A of 31 October 2001
(b) UFC 4-721-10 of 1 April 2002, Unified Facilities
Criteria (UFC) Navy Bachelor Housing and Marine
Barracks
(c) Assistant Secretary of Defense Memorandum, DoD Lodging
Program Standards of 1 SEP 99
(d) OPNAVINST 11103.1B of 20 March 1997
(e) DoD 4165.63-M of 30 SEP 93, Housing Management
(f) DoD Instruction 1015.12 of 30 October 1996,
Lodging Program Resource Management
(g) MIL-HDBK-1008C of 10 June 1997, Fire Protection for
Facilities Engineering, Design and Construction
(h) OPNAVINST 11320.23F of 22 February 2000, Shore
Activities Fire Protection and Emergency Services
Program
(i) Americans with Disability Act Accessibility Guidance
(ADAAG)
(j) Uniform Federal Accessibility Standards
(k) SECNAVINST 5100.13C of 2 August 2002, Navy and
Marine Corps Tobacco Policy
(l) DoD 7000.14-R Volumes 1-15, DoD Financial Management
Regulations
(m) OPNAVINST 6250.4B of 27 August 1998, Pest Management
Programs

Encl: (1) Bachelor Housing Accreditation Program (BHAP)
Procedures
(2) Accreditation Standards for Commands Operating
Bachelor Quarters
(3) Accreditation Standards for Commands Operating
Visitors Quarters
(4) Self Evaluation Cover Sheet and Administrative
Checklist

Subj: BACHELOR HOUSING ACCREDITATION PROGRAM (BHAP) PROCEDURES
AND STANDARDS

1. Purpose. To provide procedures and standards for the calendar year 2004 BHAP.

2. Discussion.

a. Reference (a) established the Navy BHAP to promote excellence in Bachelor Housing (BH) management and assigned the CNI Navy Housing Program Management Office (NHPMO) responsibility for:

(1) Publishing the Admiral Zumwalt Award Program administration procedures.

(2) Developing and maintaining accreditation standards and criteria that will encompass a two year designation period. Disseminating those standards via instruction or notice to all BH and Regions.

(3) Arranging for the presentation of the award to all Zumwalt winners on an annual basis.

b. References (b) through (m) contain current guidance and policies directing the operation of BH.

c. The BHAP recognizes those commands that, based on customer expectations, exceed the minimum standards for service, facilities and amenities. Commands receiving Three and Four Star accreditations provide their guests and residents with levels of service, comfort and security beyond the minimums required by DoD and DoN. Five Star commands earn the Admiral Elmo R. Zumwalt Award and represent the ultimate military lodging and housing operations. Their guests and residents are assured of exceptional facilities and first-rate service.

Three Star operations provide clean, comfortable, well-maintained rooms with a variety of amenities to ensure enjoyable stays for their guests. Service is timely, friendly and competent. Equipment and procedures are in place to ensure safety and security.

Four Star operations provide all of the attributes of the Three Star level while showing noticeable enhancements in décor, amenities and service. The facilities and grounds are attractive, clean and well-maintained. The staff is friendly,

competent and knowledgeable about the BH, base and local area. They place a priority on outstanding service.

Operations earning Five Stars and the Admiral Elmo R. Zumwalt Award are the ultimate in military BH hospitality. The facilities and grounds are very attractive, impeccably clean and professionally maintained. The amenities are equal to or better than those provided by top quality residence halls or mid-grade commercial hotels. The staff is extremely knowledgeable and professional, providing exceptional service to all residents and guests.

There may be a perception that, since the BHAP rates operations from Three to Five Stars, a Three Star rating is the worst. In fact, many operations are not even considered for accreditation because they cannot meet the minimum standards. A Three Star operation can take great pride in the fact that it is better than one-half of Navy BH properties worldwide.

d. Three or Four Star accreditations are determined and presented by the Region. Five Star accreditation and the Admiral Elmo R. Zumwalt Award are determined and presented by CNI.

e. As stated in reference (a), installations will receive Five Star accreditation and The Secretary of the Navy's Admiral Elmo R. Zumwalt Award for Excellence in Bachelor Housing if:

(1) Both Bachelor Quarters (permanent party) and Visitors Quarters (transient) operations are validated as achieving a Five Star accreditation; or

(2) When operating only Bachelor Quarters (permanent party), Bachelor Quarters operations are validated as achieving a Five Star accreditation; or

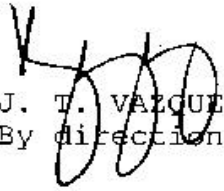
(3) When operating only Visitors Quarters (transient), Visitors Quarters operations are validated as achieving a Five Star accreditation.

f. Once achieved, based on the onsite validation, Three and Four Star accreditations, awarded by the Region, are retained for one year. Zumwalt Awards are retained for two years.

This is a daily standard, not a one-time look. Installations are expected to maintain these standards over the course of the two years. Regional BH managers will monitor feedback from customers and take appropriate action.

3. Action. Enclosures (1) through (3) are provided to assist Navy installations, Regions, and CNI in the execution of the 2004 BHAP.

All installations with host command responsibility for BH must participate in the accreditation process. The minimum level of participation will be to complete and submit, to their Region, a self-assessment of their performance against the standards contained in enclosures (2) and (3).


J. T. VALQUEZ
By direction

Distribution:

All Commanding Officers operating Bachelor Housing

COMNAVREG NE

COMNAVREG MIDLANT

NDW Washington

COMNAVREG MIDWEST

COMNAVREG SE

COMNAVREG GULF COAST

COMNAVREG SOUTH

COMNAVREG SW

COMNAVREG NORTH CENTRAL

COMNAVREG NW

COMNAVREG HAWAII

COMNAVFOR JAPAN

COMNAVFOR KOREA

COMNAVMARIANNAS

COMNAVREG EUR

COMNAVREG SOUTHWEST ASIA

Bachelor Housing Accreditation Program (BHAP) Procedures

1. Eligibility

a. All commands with host responsibility for Bachelor Housing (BH) will participate in the BHAP. As stated in reference (a), this program does not apply to quarters designated for Recruits, Navy Military Training Units (NMTU), Transient Personnel Units (TPU), Distinguished Visitors Quarters (DVQ) or Flag Officer Quarters. Distinguished Visitors Quarters are defined as any DV units (rooms, suites or houses) that are used for either O7 and above, or E9 personnel only. DV units (rooms, suites or houses) where the assignment and/or control of the unit does not fall under the Bachelor Housing staff are excluded from accreditation. Any units primarily assigned to O6 and below or E8 and below, regardless of the quality or local designation, will be considered for accreditation.

b. Navy BH operations that are tenants of other Service installations but are funded and operated by the Navy, will participate.

c. Buildings on the Navy Plant Property Account, but under the control of another service, may, but are not required to participate in the BHAP. To be excluded from participation, all of the following conditions must be met:

1. The other service is fully responsible for operating the building.
2. The other service imposes its own BH standards.
3. There are no Navy personnel housed in the building.
4. There is an Inter-service Support Agreement (ISSA) or Memorandum of Agreement (MOA) establishing this arrangement.

d. The following prerequisites must be met prior to accreditation:

(1) All commands operating nonappropriated billeting funds must have had a CNI Lodging Program Review within the current fiscal year or follow-up review within the twelve months prior to the CNI validation visit. The NABF Lodging Program Review performed by CNI NHPMO audit personnel must have documentation of corrective action. If the CNI staff is unable to conduct this review, this requirement will be met by the most recent review.

(2) The BH adheres to all DoD and Navy Equal Employment Opportunity (EEO) guidance.

Enclosure (1)

e. Commands will be evaluated within the following categories:

(1) Bachelor Quarters (BQ) operations will be rated using the standards in enclosure (2). A Three, Four or Five Star accreditation will be assigned as appropriate.

(2) Visitors Quarters (VQ) will be rated using the standards in enclosure (3). A Three, Four or Five Star accreditation will be assigned as appropriate.

(3) If both BQ and VQ operations achieve a Five Star rating the command will be awarded the Admiral Elmo R. Zumwalt Award for Excellence in Bachelor Housing. Commands operating only Bachelor Quarters or only Visitors Quarters that achieve a Five Star accreditation will be awarded the Admiral Elmo R. Zumwalt Award.

f. Several bases are utilizing converted or diverted family housing units as Bachelor Housing. Life safety standards are associated with the type of structure, not the type of occupants. Military family housing life safety standards apply to converted and diverted housing units. They remain the same whether families or bachelors occupy the structures. Converted and diverted family housing units are not considered dormitories.

g. The Navy has recently approved new BH designs. These new standards, detailed in reference (b), apply to all new and remodeled BH. The 1+1 standard has been upgraded to the 1+1E (enhanced) standard. The 1+1E standard creates larger living spaces by eliminating many common use amenities such as lounges, laundry rooms and vending areas. The applicable accreditation standards will be considered met for buildings designed and built to the 1+1E standard.

2. Accreditation Procedures

a. All installations must participate in the accreditation process. The minimum level of participation will be to complete and submit a self-assessment of their performance against the standards contained in enclosures (2) and (3). The 2004 BHAP Cover Sheet, enclosure (4), is provided and may be used at the Region's discretion.

b. Self assessments will be completed and submitted, via PBMSS, to the Region. If the self-assessment indicates that a Three, Four or Five Star accreditation is warranted (i.e., all basic standards and a sufficient number of Star Standards are

met), include a request for accreditation. Regional BH Program Managers will establish procedures and due dates for the self-assessments.

c. Commands not meeting the prerequisites and all Basic Standards will not be considered for accreditation.

d. Based on the most current internal review or CNI Lodging Program Review, an installation will be disqualified given evidence of inappropriate use of funds from any source.

e. The Region will validate requests for accreditation based on the installation self-assessment and a current site visit.

(1) If accreditation is not supported, the Regional Program Manager, at the conclusion of the site visit, will advise the installation.

(2) If Three or Four Star accreditation is supported, the Region will issue the appropriate accreditation. For those installations meeting Five Star accreditation criteria in both BQ and VQ as applicable, the Region will forward nominations for Zumwalt Awards to reach CNI no later than 1 June 2004. Regions must notify the NHPMO of all accreditations by official correspondence no later than 15 October 2004.

f. The NHPMO will coordinate site validations for installations nominated for Five Star accreditation and Zumwalt awards.

(1) The NHPMO will assign site validation team members and schedule the site validations.

(2) Site validations will be coordinated with Regional BH Program Managers. The NHPMO will provide a 30 day window for the visits to each installation.

g. At the completion of the site validation, the CNI Validation Team Leader will brief the Commanding Officer.

h. Within ten working days after completing a site validation, the validation team will forward a written report of the overall evaluation to the NHPMO. A copy of the report will be provided to Regional BH Program Managers.

i. All NHPMO site validation visits and reports will be completed no later than 31 October 2004.

Enclosure (1)

Accreditation Standards for Commands Operating Bachelor Quarters

1. Mark each standard to indicate compliance.
 2. All basic standards must be met for accreditation at any level.
 3. Three Star Accreditation is achieved when all 53 basic standards and at least 1 star standard is met.
 4. Four Star Accreditation is achieved when all 53 basic standards and at least 5 star standards are met.
 5. Five Star Accreditation is achieved when all 53 basic standards and at least 12 star standards are met.
- Note: For purposes of this checklist, a "suite" consists of a full size living room and full size bedroom.
- Note: If a particular standard is not required/met due to BH configuration, credit will be given.

Bachelor Quarters Basic Standards			
	Facility Standards	Yes	No
1.	Buildings and grounds are well maintained and free of debris. BH supplies and equipment are properly stored out of the view of guests and residents. Landscaping is well groomed and maintained. (Ref. c)		
2.	Bachelor Housing is pest free. (Ref. m)		
3.	Room categories meet DoD Minimum Standards of Adequacy for privacy, room size and bathroom configuration. (Refs. d & e)		
4.	Facility mechanical systems are reliable and provide designed comfort and convenience to guests and residents. Examples of mechanical systems include heating, ventilation and air conditioning (HVAC); elevators; and hot water systems.		
5.	Lighted or reflective directional signs are provided from each gate to the registration desk. (Ref. b)		
6.	Adequate site lighting is provided in all parking lots, walkways, entries and recreation facilities. (Ref. b)		

Bachelor Quarters Basic Standards			
	Facility Standards (cont.)	Yes	No
7.	Vehicle parking is provided for 70% of residents, excluding "A" School and recruits, unless physically constrained. Vehicle parking adjacent to BQ buildings is reserved for residents' use. (Ref. b)		
8.	Sufficient secure, weather protected, conveniently located bicycle parking is provided for residents. (Ref. b)		
9.	Reserved parking is provided near the front desk for resident check-in and check-out. (Ref. b)		
10.	Bachelor Housing staff parking is located away from the front desk area.		
11.	Interior and exterior signage is clear, attractive, and professional in appearance. (Ref. b)		
12.	Floor coverings are in good condition with no evidence of fraying, stains, or damage.		
13.	Wall and ceiling coverings (e.g. paint and topical treatments) are clean and well maintained with no evidence of chipping, cracking, peeling, or embedded dirt.		
14.	All installed emergency lighting, to include emergency exit signs, is operable. (Refs. b & g)		
15.	Fire alarm systems and portable extinguishers have been certified by the fire department or a designated certified representative. (Ref. g)		
16.	All building exits are clearly marked. (Refs. b, g, h & j)		
	Common Area Standards		
17.	The reception desk and lobby area present a clean and comfortable, quality appearance.		

Bachelor Quarters Basic Standards			
	Common Area Standards (cont.)	Yes	No
18.	Common areas, including hallways, throughout the BH complex, have a tasteful, pleasant décor. (Ref. b)		
19.	All areas visible to customers are clean and orderly (includes the business office).		
20.	One washing machine and one dryer for every 12 residents are conveniently located (unless physically constrained). There is no charge for residents' use. Laundry machines are clean and in working order or a trouble call has been initiated with follow up documented.		
21.	All laundry rooms have at least one folding table and clothes hanging rack/rod unless physically constrained due to the building design. (Ref. b)		
22.	Ironing boards and steam irons, with non-stick coating, are available for check-out or built into the laundry room (wall units).		
23.	Washers and dryers are reserved for residents' use only (no use by the BH staff).		
24.	Multi-purpose spaces are carpeted or have decorative floor covering, are well decorated and provide adequate comfortable seating based on usage. At least one lounge area provides a color TV, with cable service, of a size appropriate to the room. (excludes Welton Becket module lounges)		
25.	Snack and drink machines are provided. (Ref. b)		
26.	Change for vending machines is readily available. Machines with bill acceptors are encouraged.		
27.	All furnishings are clean and in good condition (lounges and lobbies).		
28.	Convenient, designated smoking areas are provided. (Ref. k)		

Bachelor Quarters Basic Standards			
	Room Standards	Yes	No
29.	A secondary locking device, such as a dead bolt lock or night latch, is installed on room entry doors. (Ref. b)		
30.	Exterior room entry doors have one way viewers. (Ref. b)		
31.	Emergency evacuation route instructions, complying with DoD and local regulations, are attractively framed or photo engraved and mounted on all room exit doors excluding those ground floor doors that open directly to parking lots, open areas, etc.		
32.	Seventy-five percent or more of the resident rooms inventory have all interior walls covered (no exposed CMU). (Ref. b)		
33.	All furnishings, appliances and accessories are clean, attractive and in good operating condition.		
34.	Furnishings replacement utilizes the whole room concept. This means that all furniture matches and that all carpeting, wall coverings and window coverings are complementary. Each room is arranged to permit the resident to move freely from one area of the room to another, unimpeded by furnishings.		
35.	Telephone jacks are installed one per person. (overseas exempt). (Ref. b)		
36.	Cable TV jacks are installed one per room (overseas exempt). (Ref. b)		
37.	A refrigerator is provided in each room or suite. (Ref. b)		
38.	A mirror that provides an unobstructed, full-body view is mounted in each room (one per suite). (Ref. b)		

Bachelor Quarters Basic Standards			
	Room Standards (cont.)	Yes	No
39.	Trash cans, residential in nature, are provided in each room. If metal, they are not dented and do not show signs of rust. Appropriate sizes are approximately 8-13 quarts for bathrooms and 13-28 quarts for living areas.		
40.	Bed linens are provided on check in. The basic check in allowance includes: 1 mattress pad, 1 blanket, 1 bedspread coordinated with the whole room concept, 2 sheets, 1 pillow and 1 pillowcase (for single beds), 2 pillows and 2 pillowcases (for double or larger beds).		
41.	An accurate, user-friendly information package is provided to each resident to include: emergency and other phone numbers, disaster procedures, BH house rules, base history, base facilities hours of operation, resident services provided and base information.		
	Service Standards		
42.	Message service, either by automated phone system, answering machines or a manual system, is provided.		
43.	The staff's appearance is clean, neat, and professional including a name tag for each person.		

Bachelor Quarters Basic Standards			
	Service Standards (cont.)	Yes	No
44.	<p>All staff members consistently display a positive, professional attitude, making guests and residents feel welcome by offering assistance and additional information. Front desk personnel:</p> <ul style="list-style-type: none"> • Greet and welcome all residents in a cheerful, appropriate manner. • Acknowledge approaching residents even if serving another. • Answer phones promptly (normally within three rings) in a courteous, friendly manner. • Do not place callers on hold without asking. • Do not leave callers on hold longer than one minute. • Use resident's name and rank whenever possible. • Are knowledgeable about BH, base and local services. 		
45.	<p>Check-in service:</p> <ul style="list-style-type: none"> • Check-in is completed in a prompt, efficient manner. • Uses resident's name and rank at least once. • Does not verbally announce resident's room number. 		
46.	<p>Check-out service:</p> <ul style="list-style-type: none"> • Check-out is completed in a prompt, efficient manner. • Uses resident's name and rank at least once. • Solicits feedback from the resident about the quality of their housing experience. 		
47.	<p>The BH manager is responsive to the residents, their needs and their recommendations. Examples of this include regular attendance at quarterly advisory board meetings where BH issues are addressed, responses to resident comments and suggestions, and action taken on suggestions and requests.</p>		

Bachelor Quarters Basic Standards			
	Management Standards	Yes	No
48.	There is a system in place to accept, report and monitor trouble calls at the front desk. (Ref. c)		
49.	There is evidence of an effective training program based on observation of the BH staff. A well-trained staff is knowledgeable about the base, the BH and their specific duties. Trained personnel perform their duties with confidence and provide exceptional customer service.		
50.	The BH operation is actively participating in the Performance Plus Program as verified by receipt and display of the Bronze Pineapple Plaque and a review of the training records. Active participation includes setting goals, a training needs assessment, training conducted based on the assessment, progress measurement and personnel certifications.		
51.	There is an active recognition program for the staff. An active program includes established criteria and rewards. Evaluation and selection take place on a regular (monthly/quarterly) basis.		
52.	There is an installed, operational, PBMSS system, which contains current data in the following areas: Customer Satisfaction Survey; QOL for room standards, furniture and amenities; Facility Condition Index; staff training; Visitors quarters room occupancy; and cost per night stay.		
53.	BH customer satisfaction interviews convey positive results (conducted by validation team onsite).		

Total of Basic Standards 53

Enclosure (2)

Bachelor Quarters Star Standards			
	Common Area Standards	Yes	No
54.	The BH complex offers alternative community rooms such as quiet rooms, telephone rooms, community kitchens or computer rooms, etc.		
55.	Outdoor recreation amenities are convenient to the BH complex. Examples include: gazebos; picnic tables with barbecue grills; and sand volleyball pits.		
56.	Laundry detergent vending machines are available in the BH complex.		
57.	Steam irons are equipped with non-stick coating and automatic shut-off.		
58.	Ice dispensers are conveniently located.		
59.	Vending areas offer hot or microwaveable food and a microwave oven.		
60.	Vending areas offer an adequate number of conveniently located tables and chairs (based on usage of the area and if practical). (Ref. b)		
	Room Standards		
61.	Room entry doors have a card key system (mechanical or electronic) installed. (Ref. b)		
62.	100% of the resident rooms inventory have all interior walls covered (no exposed CMU). (Ref. b)		
63.	All rooms are furnished under the whole room concept This means that all furniture matches and that all carpeting, wall coverings and window coverings are complementary. Resident rooms are arranged to permit freedom of movement from one area to another unimpeded by furnishings.		
64.	Bar codes/property tags on furnishings are placed out of plain site.		

Bachelor Quarters Star Standards			
	Room Standards (cont.)	Yes	No
65.	Sufficient surfaces and/or shelving are available in lavatory areas for convenient placement of personal toiletries.		
	Service Standards		
66.	Installations with outlying buildings, more than one-quarter mile from the reception desk, provide around the clock transportation to move residents to and from their rooms.		
	Management Standards		
67.	The BH operation has been awarded the Silver Pineapple Plaque for participation in the Performance Plus program.		
68.	The inventory of items in the warehouse is at least 90% accurate. A minimum of 20, randomly selected, items will be counted. The physical count must exactly match the inventory record. The accuracy rate is computed by dividing the number correct by the number sampled. Warehouse spaces will be neat and orderly.		
69.	One Star bonus point may be added if the BH operation has been awarded the Gold Pineapple Plaque for participation in the Performance Plus program or, at the validation team's discretion, for truly innovative, cost-effective items or services which directly effect the quality of life for residents and guests and/or significantly reduce the cost of operations while maintaining service and quality of life. Examples may include appliances such as irons and ironing boards or vacuum cleaners provided in rooms.		

Total of Star Standards: ____

Total of Basic Standards: 53

Grand total: ____

Enclosure (2)

Accreditation Standards for Commands Operating Visitors Quarters

1. Mark each standard to indicate compliance.
 2. All basic standards must be met for accreditation at any level.
 3. Three Star Accreditation is achieved when all 79 basic standards and at least 1 star standard is met.
 4. Four Star Accreditation is achieved when all 79 basic standards and at least 5 star standards are met.
 5. Five Star Accreditation is achieved when all 79 basic standards and at least 14 star standards are met.
- Note: For purposes of this checklist, a "suite" consists of a full size living room and full size bedroom.
- Note: If a particular standard is not required/met due to BH configuration, credit will be given.

Visitors Quarters Basic Standards			
	Facilities Standards	Yes	No
1.	Buildings and grounds are well maintained and free of debris. BH supplies and equipment are properly stored out of the view of guests. Landscaping is well groomed and maintained (Ref. c)		
2.	Bachelor Housing is pest free. (Ref. m)		
3.	Room categories meet DoD Minimum Standards of Adequacy for privacy, room size and bathroom configuration. (Refs. d & e)		
4.	Facility mechanical systems are reliable and provide designed comfort and convenience to guests and residents. Examples of mechanical systems include heating, ventilation and air conditioning (HVAC); elevators; and hot water systems.		
5.	Lighted or reflective directional signs are provided from each gate to the registration desk. (Ref. b)		

Enclosure (3)

Visitors Quarters Basic Standards			
	Facility Standards (cont.)	Yes	No
6.	Adequate site lighting is provided in all parking lots, walkways, entries and recreation facilities. (Ref. b)		
7.	Vehicle parking is provided for 70% of guests unless physically constrained. Vehicle parking adjacent to VQ buildings is reserved for guests' use. (Ref. b)		
8.	Reserved parking is provided near the front desk for guest check-in and check-out. (Ref. b)		
9.	Bachelor Housing staff parking is located away from the front desk area.		
10.	Signage is clear, attractive, and professional in appearance (both interior and exterior). (Ref. b)		
11.	Floor coverings are in good condition with no evidence of fraying, stains or damage.		
12.	Wall and ceiling coverings (e.g. paint and topical treatments) are clean and well maintained with no evidence of chipping, cracking, peeling or embedded dirt.		
13.	All installed emergency lighting, to include emergency exit signs, is operable. (Refs. b & g)		
14.	Fire alarm systems and portable extinguishers have been certified by the fire department or a designated certified representative. (Ref. g)		
15.	All building exits are clearly marked. (Refs. b, g, i & j)		

Enclosure (3)

Visitors Quarters Basic Standards			
	Facility Standards (cont.)	Yes	No
16.	Spaces that are open to the public, civilian staff, visitors, and residents are wheelchair accessible. (Refs. b, i & j)		
Common Area Standards			
17.	The reception desk and lobby area present a quality, mid-grade, commercial lodging appearance. Lobby area will be equipped with a beverage station supplied with coffee, tea and condiments.		
18.	Common areas, including hallways, throughout the BH complex, have a tasteful, pleasant décor. (Ref. b)		
19.	All areas visible to customers are clean and orderly (includes the business office).		
20.	A telephone for official calls (DSN, FTS or long distance) and a phone directory are conveniently available.		
21.	One washing machine and one dryer for every 15 guests are conveniently located (unless physically constrained). There is no charge for guests' use. Laundry machines are clean and in working order or a trouble call has been initiated with follow up documented. (Ref. b)		
22.	All laundry rooms have at least one folding table and clothes hanging rack/rod unless physically constrained due to the building design. (Ref. b)		
23.	Washers and dryers are reserved for guests' use only (no use by the BH staff).		
24.	Laundry detergent is available for sale in the BH complex.		

Enclosure (3)

Visitors Quarters Basic Standards			
	Common Area Standards (cont.)	Yes	No
25.	Multi-purpose spaces are carpeted or have decorative floor covering, are well decorated and provide adequate comfortable seating based on usage. At least one lounge area provides a color TV, with cable service, of a size appropriate to the room. (excludes Welton Becket module lounges)		
26.	Snack and drink machines are provided in vending areas. (Ref. b)		
27.	Change for vending machines is readily available. Machines with bill acceptors are encouraged.		
28.	Ice dispensers are conveniently located.		
29.	All lobby and lounge furnishings are clean and in good condition.		
30.	Convenient, designated smoking areas are provided. (Ref. k)		
	Room Standards		
31.	Room entry doors have a card key system (mechanical or electronic) installed. (Ref. b) Note: Beginning with the 2005 cycle, electronic locks will be required.		
32.	A secondary locking device, such as a dead bolt lock or night latch, is installed on room entry doors. (Ref. b)		
33.	Exterior room entry doors have one way viewers. (Ref. b)		
34.	Emergency evacuation route instructions, complying with DoD and local regulations, are attractively framed or photo engraved and mounted on all room exit doors excluding those ground floor doors that open directly to parking lots, open areas, etc.		

Enclosure (3)

Visitors Quarters Basic Standards			
	Room Standards (cont.)	Yes	No
35.	Seventy-five percent or more of guest rooms inventory have all interior walls covered (no exposed CMU). (Ref. b)		
36.	Light bulbs will be appropriate to the type of fixture. Table, desk and floor lamps will provide a minimum of 75 watts incandescent light or equivalent lumens (1350). Three-way bulbs are installed in three-way lamps.		
37.	Furnishings replacement utilizes the whole room concept. This means that all furniture matches and that all carpeting, wall coverings and window coverings are complementary. Each room is arranged to permit the guest to move freely from one area of the room to another, unimpeded by furnishings.		
38.	All furnishings, appliances and accessories are clean, attractive and in good operating condition.		
39.	Quality, framed wall art, in keeping with the whole room concept, is provided and professionally mounted.		
40.	A telephone, with message service, is provided in each room (two per suite) with local and installation directories. (Ref. c)		
41.	A color TV (19" minimum) with remote control, a VCP/VCR/DVD player and cable service is provided in each room (two TVs with cable and two VCP/VCR/DVD players per suite). (Ref. c)		
42.	A refrigerator is provided in each room or suite. (Ref. b)		
43.	A microwave oven is provided in each room or suite.		

Enclosure (3)

Visitors Quarters Basic Standards			
	Room Standards (cont.)	Yes	No
44.	A mirror that provides an unobstructed, full-body view is mounted in each room (one per suite). (Ref. b)		
45.	Trash cans, residential in nature, are provided in each room. If metal, they are not dented and do not show signs of rust. Appropriate sizes are approximately 8-13 quarts for bathrooms and 13-28 quarts for living areas.		
46.	One hair dryer is provided in each private or semi-private (shared bath configuration) bathroom.		
47.	Commercial quality facial tissues and toilet paper are provided in each room. (Ref. c)		
48.	Seven removable clothes hangers (wood or sturdy plastic), a minimum of three with trouser/skirt clips, are provided per resident. (Ref. c)		
49.	A full size ironing board and steam iron, with non-stick coating, are provided in each room (one per suite). (Ref. c)		
50.	Disposable laundry bags are provided in each room (one per bed).		
51.	A folding luggage rack is provided in rooms (one rack per person for multiple occupancy rooms).		
52.	Minimum bed linens provided per bed include: 1 mattress pad, 1 hotel grade blanket, 1 bedspread coordinated with the whole room concept, 2 sheets, 1 pillow and pillowcase (for single beds), 2 pillows and pillowcases (for double and larger beds). (Ref. c)		
53.	Minimum bath linens provided per bed include: 1 bath towel (minimum 27x50 in., 6 lb./dz.) 1 hand towel, 1 washcloth, 1 cloth bath mat. (Ref. c)		

Enclosure (3)

Visitors Quarters Basic Standards			
	Room Standards (cont.)	Yes	No
54.	Personal amenities are provided in each room to include one 1.25 oz. bar of bath soap and one .75 oz. bar of facial soap, one 1 oz. bottle of hand lotion, one 1 oz. bottle of shampoo and one 1 oz. bottle of hair conditioner per person. All amenities will be of commercial, mid-grade hotel quality. Amenities are replaced daily if used or opened.		
55.	Personal amenities are available at the front desk or in-room on check-in including: razors with a wrapped, capped or covered blade; shaving cream; toothbrush; toothpaste; mouthwash; feminine hygiene products; deodorant; shower cap; comb; and sewing kit.		
56.	A clock radio, set to the correct time, is provided in each room (one per suite and one per occupant in multiple occupancy rooms). (Ref. c)		
57.	A basic beverage kit is provided in each room (one per suite) including: disposable water tumblers (2 per occupant); an ice bucket with disposable liner; a 4-cup coffee maker with integrated warming plate; hot/cold cups (4); stir sticks; a minimum of two packets of coffee (one regular and one decaf) per occupant, appropriate to the coffee maker; individual tea bags regular (1 per occupant) and decaf (1 per occupant); cocoa mix (1 per occupant); and a selection of individually packaged condiments including sugar (8 per occupant), creamer (4 per occupant) and artificial sweetener (4 per occupant). Beverage kits are restocked daily to these levels and extra coffee and condiments are available at the front desk.		
58.	Notepaper and a pen (one set per bed) are provided in each room. (Ref. c)		
59.	A "Do Not Disturb" sign is provided in each room.		

Enclosure (3)

Visitors Quarters Basic Standards			
	Room Standards (cont.)	Yes	No
60.	A housekeeper name card is placed in each room (one per suite) providing the name of the housekeeper responsible for the room.		
61.	An accurate, information package is provided in each room to include: a welcome letter, emergency phone numbers, disaster procedures, BH house rules, support activities, telephone instructions and billing information, local TV channel listing, TV/VCP/DVD instructions, check-in/out times, base map, local restaurants and a guest comment card. (Ref. c)		
	Service Standards		
62.	The installation operates a reception desk for check-in/out and a guest assistance line 24 hours a day. (Ref. c)		
63.	Daily housekeeping service is provided to include: making beds; cleaning bathrooms; cleaning appliances; emptying trash; dusting; vacuuming; providing clean bath linen sets and disposable drinking cups; and restoring beverage kit supplies and paper products. Changes of linen are provided at departure or at least weekly for guests staying longer than a week. (Ref. c)		
64.	The staff's appearance is clean, neat, and professional including a name tag for each person.		
65.	Staff greetings are prompt and cheerful in person and on the phone. Recognition of customers by name is appropriate.		

Enclosure (3)

Visitors Quarters Basic Standards			
	Service Standards (cont.)	Yes	No
66.	<p>All staff members consistently display a positive, professional attitude, making guests feel welcome by offering assistance and additional information. Front desk personnel:</p> <ul style="list-style-type: none"> • Greet and welcome all guests in a cheerful, appropriate manner. • Acknowledge approaching guests even if serving another. • Answer phones promptly (normally within three rings) in a courteous, friendly manner. • Do not place callers on hold without asking. • Do not leave callers on hold longer than one minute. • Use guest's name and rank whenever possible. • Are knowledgeable about BH, base and local services. (Ref. c) 		
67.	<p>Check-in service:</p> <ul style="list-style-type: none"> • Check-in is completed in a prompt, efficient manner (normally within five minutes). • Uses guest's name and rank at least once. • Does not verbally announce guest's room number. 		
68.	<p>Check-out service:</p> <ul style="list-style-type: none"> • Check-out is completed in a prompt, efficient manner (normally within five minutes). • Uses guest's name and rank at least once. • Asks if guest's stay was satisfactory. • Gives the guest an opportunity to review the charges. • Places credit card or cash in the guest's hand. 		

Visitors Quarters Basic Standards			
	Service Standards (cont.)	Yes	No
69.	Housekeeping service: <ul style="list-style-type: none"> • Greets all guests in a cheerful, appropriate manner. • Uses guest's name and rank if known. • Anticipates guest's needs and takes initiative to fulfill them. • Is knowledgeable in the operation of in-room equipment and appliances. • Is knowledgeable about BH services. • Takes action to report room maintenance problems. (Ref. c) 		
70.	The capability to send and receive official business FAX is available 24 hours/7 days in the lobby area.		
71.	Information on the base and local area is provided in the front desk/reception area. Types of information include: attractions, churches, restaurants, base services, on-base computer resources, transportation, etc. (Ref. c)		
72.	The BH manager is responsive to the guests, their needs and their recommendations. Examples of this include responses to guest comments and suggestions, and action taken on suggestions and requests.		
	Management Standards		
73.	There is a system in place to accept, report and monitor trouble calls at the front desk. (Ref. c)		
74.	There is evidence of an effective training program based on observation of the BH staff. A well-trained staff is knowledgeable about the base, the BH and their specific duties. Trained personnel perform their duties with confidence and provide exceptional customer service. (Ref. d)		

Enclosure (3)

Visitors Quarters Basic Standards			
	Management Standards (cont.)	Yes	No
75.	The BH operation is actively participating in the Performance Plus Program as verified by receipt and display of the Bronze Pineapple Plaque and a review of the training records. Active participation includes setting goals, a training needs assessment, training conducted based on the assessment, progress measurement and personnel certifications.		
76.	There is an active recognition program for the staff. An active program includes established criteria and rewards. Evaluation and selection take place on a regular (monthly/quarterly) basis.		
77.	A CNI Lodging Program Review was conducted within the current fiscal year or follow-up review within the twelve months prior to the CNI validation visit. There is documentation of corrective action taken. If the CNI staff is unable to conduct this review, this requirement will be met by the most recent review. (Ref. 1)		
78.	There is an installed, operational, PBMSS system, which contains current data in the following areas: Customer Satisfaction Survey; QOL for room standards, furniture and amenities; Facility Condition Index; staff training; Visitors quarters room occupancy; and cost per night stay.		
79.	BH customer satisfaction interviews convey positive results (conducted by validation team onsite).		

Total of Basic Standards 79

Enclosure (3)

Visitors Quarters Star Standards			
	Common Area Standards	Yes	No
80.	The BH complex offers alternative community rooms such as quiet rooms, telephone rooms, community kitchens or computer rooms, etc. (Ref. b)		
81.	Vending areas offer hot or microwaveable food and a microwave oven.		
82.	Vending areas offer an adequate number of conveniently located tables and chairs (based on usage of the area and if practical)(Ref.b)		
	Room Standards		
83.	100% of guest rooms inventory have all interior walls covered (no exposed CMU). (Ref. b)		
84.	All rooms are furnished under the whole room concept. This means that all furniture matches and that all carpeting, wall coverings and window coverings are complementary. Guest rooms are arranged to permit freedom of movement from one area to another unimpeded by furnishings.		
85.	Bar codes/property tags on furnishings are placed out of plain site.		
86.	Steam irons are equipped with non-stick coating and automatic shut-off.		
87.	An extra hotel grade blanket and pillow with pillowcase are provided in each room or suite. (One of each is provided per person for multiple occupancy rooms.)		
88.	Sufficient surfaces and/or shelving are available in lavatory areas for convenient placement of personal toiletries.		
89.	An additional bath linen set (except bath mat) is provided in each private room.		

Enclosure (3)

Visitors Quarters Star Standards			
	Room Standards (cont.)	Yes	No
90.	Data ports are provided for computer modem connection in each room (one per suite)(overseas exempt). Data ports may be incorporated into the telephone or may be a line splitter plugged into the wall outlet. Providing an additional line is not required.		
91.	The telephone cord, attaching the phone to the wall socket, is of a length that permits use of the telephone, or a laptop computer, at both the bedside table and desk.		
92.	Professionally printed, installation personalized, notepaper and a pen (one set per bed) are provided in each room.		
	Service Standards		
93.	A premium television channel is available in-room or an assortment of movies on videotape, including recent releases, is available for free checkout. A premium channel is defined as an extra cost movie channel such as HBO, ShowTime, etc.		
94.	Installations with outlying buildings, more than one-quarter mile from the reception desk, provide around the clock transportation to move residents to and from their rooms.		
95.	Daily newspapers are provided at no additional charge (minimum five days per week).		
	Management Standards		
96.	The BH operation has been awarded the Silver Pineapple Plaque for participation in the Performance Plus program.		

Enclosure (3)

Visitors Quarters Star Standards			
	Management Standards (cont.)	Yes	No
97.	The inventory of items in the warehouse is at least 90% accurate. A minimum of 20, randomly selected, items will be counted. The physical count must exactly match the inventory record. The accuracy rate is computed by dividing the number correct by the number sampled. Warehouse spaces will be neat and orderly.		
98.	One Star bonus point may be added if the BH operation has been awarded the Gold Pineapple Plaque for participation in the Performance Plus program or, at the validation team's discretion, for truly innovative, cost-effective items or services which directly effect the quality of life for residents and guests and/or significantly reduce the cost of operations while maintaining service and quality of life.		

Total of Star Standards: ____

Total of Basic Standards: 79

Grand total: ____

Enclosure (3)

